

PATIENT INFORMATION DRS. HOGENKAMP

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Welcome to our practice. You may find the following information helpful in becoming acclimated to the procedures in our office. We ask that you file it someplace safe at home, so that you can reference it, if need be, in the future. If you haven't already requested your medical records from your previous primary provider, please fill out a records release form at our front desk. We aim to build the most complete medical record for you, and that starts with us having your old records. If you have any questions regarding our receipt of old records, please ask to speak with Marietta.

PROVIDERS:

Dr. Peter usually works on Monday/Tuesday/Wednesday, and Dr. Lisa is usually here Tuesday/Thursday. Kathleen deRham is here Monday/Tuesday, Katie Wiedeman usually works Wednesday/Thursday/Friday and Amy Rood works Monday/Wednesday/Thursday/Friday. There will be some variation to this schedule to accommodate vacations and holidays. When you initially come to our practice, you will need to choose one of the providers as your primary care provider. (Some of the providers may have closed practices at any given time.) It is a good idea to try and see this same provider for subsequent visits, however this is not always possible, especially for acute visits. We will try to funnel any of your questions, medical needs, and advice through this primary provider whenever possible. If you primarily see either Katie, Kathy, or Amy but you feel that you need a visit with the doctor to clarify some issues, you certainly can request to do that.

BUSINESS HOURS:

Our office is open from 8:30AM to Noon and 1:00- 4:30PM Monday through Friday. We are closed on the following holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Thursday and Friday, and Christmas Day. If the holiday falls on a weekend, we will be closed the following Monday. We also close the Friday afternoon before Christmas for a staff party.

NURSING STAFF:

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Betty Bartholomew, LPN

Carlene Looney, RN

Francesca Battista, RN

Ann Robertello, RN

Our nurses triage most of the patient phone calls. They provide immunizations, intramuscular injections, EKG's, nebulizer treatments, general nursing care, and pro-times.

FRONT OFFICE STAFF:

Marsha Todd, Billing & Reception

Joy Gillette, Reception

Marietta Trombley, Medical Assistant

Michelle Niklasson, MedicalAssistant

Kayce Stoodley , Referrals, Prior Authorizations, Panel Management

PHONE CALLS:

Our phone lines are open from 9-11:30 am and 1-4:30 pm Monday thru Friday. Though these hours are somewhat limited, we do believe in having humans answer the phone so that some of your needs can be met right at the time of your call. The shortened hours do allow our staff some down time to follow through on all the work that comes across their desks each day.

All questions for the providers will be triaged through the nurses. The nurses then send messages over the computer to the providers, who, in between seeing patients, will either offer advice via the nurses or return calls as they see fit. We do try to respond to most calls within 24 hours, however if your provider is not in, the message may wait until their next work day. If you do not hear back after your provider's next work day, please call us back.

If you have a medical emergency, please dial 911. For urgent medical needs after business hours, please call our answering service at 747-1338. There is a provider on call 24 hours per day in the case of an urgent question. If you do not hear back from the provider on-call within 30 minutes, please call the answering service again to let them know. There are occasional issues with the messages getting through to the provider, so please let us know if you do not get a call back. We do ask that any non-urgent questions or medication refill requests be held until regular business hours, so they can be handled expeditiously through the office. Please be aware that it is an office policy to **not** prescribe antibiotics over the phone. We feel that it is in the patients' best interests to be evaluated in person to determine whether antibiotics are necessary. If it is a weekend and you feel you cannot wait until Monday to be seen in our office, you will either be referred to Fast Track at RRMCC or Clear Choice. **ABSOLUTELY NO NARCOTIC PRESCRIPTIONS WILL BE REFILLED BY THE ON-CALL PROVIDER.**

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APPOINTMENTS:

As a family practice, we often take care of many people within the same family. We do ask that you try to limit the number of people that you bring in at one time for an office visit. Sometimes extra siblings in the exam room serve as a significant distraction for both parents and providers, compromising the quality of care for the patient at hand.

For those patients who are unable to convey their medical story to us independently, we encourage other family members to accompany them to appointments. For example, if an elderly patient is having memory issues at home, they usually have a very difficult time recalling their medications and current medical symptoms at their visits with us. It is imperative to have a family member or care-giver accompany them to visits with us so we can maximize our ability to care for them.

WELL VISITS:

We recommend that all of our patients, regardless of how healthy, be seen once per year for a complete physical. This includes young children, teenagers, adults and the elderly. Medical recommendations change all the time, so the only way to stay on top of the latest findings is to check in with your provider routinely. When you call to schedule a physical or well child check, please be clear with the receptionist that you seek a physical, as these appointments are 30 minutes, instead of the regular 15 minute recheck appointments. During a physical, your medication list, past medical history, family history and social history will all be updated. In addition, attention will be paid to health maintenance recommendations, such as blood work, immunizations, colonoscopies, etc. to be sure that you are up to date. Routine labs will not be ordered until the time of the physicals, so as to facilitate better payment by insurance companies for the labs that they will cover. Please be aware that the well exam's main purpose is to cover preventive medicine. If much of the appointment time is spent on current medical issues, the provider may think it necessary to reschedule the physical for the future and just take care of the acute problems that day. In this case, we cannot bill for a physical, but rather we must bill for an acute visit. Most insurance plans are covering a routine physical once/year (even Medicare). If you are a new patient to our practice, please be sure to request your old medical records and forward them to us prior to your appointment. Also, please bring all of your current medications, vitamins and supplements in a bag to your appointment, so we can be sure to update your medicine list.

ACUTE VISITS:

If you feel that you are in need of an acute appointment, please call the office at 747-3359. Depending on your complaints, the receptionist may give you an appointment directly, or your call may be triaged to the nurses. Sometimes the nurses

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may be able to give you some advice over the phone; other times you may need an appointment to be seen that day. Though the doctors may have a couple of acute openings each day, Katie, Amy and Kathy will see most of the same day call-ins. If you feel for any reason that you cannot see one of our providers for an acute visit, you need to think about whether this practice can adequately meet your medical needs. We are very fortunate to have such well-educated and experienced providers in this office. Please know that we have complete confidence in their abilities to care for your acute medical needs.

RECHECK VISITS

If you call for a recheck with your primary provider and can't access an appointment as soon as you would like, please ask to be put on the waiting list. We have cancellations each and every day, so there is an excellent chance that you can be worked in sooner if you are on this list.

NO-SHOWS

We do ask that you cancel appointments as soon as you realize that you cannot make them. We have numerous patients on a waiting list who would like to move up their appointments if earlier ones become available. Please avoid NO-SHOWING as your appointment time will not get used. If this happens two times, you will be sent a letter notifying you that you will lose your place in the practice if it happens a third time.

OFFICE FLOW FOR APPOINTMENTS:

When you arrive, please check in with the receptionist, at the front, right window. When an exam room is ready for you, a medical assistant will bring you back to get weighed (yes, at EVERY visit) and check your vital signs. Your provider will then come to see you. We do our best to stick to our schedules, but please understand that this is a medical office that has emergencies. Sometimes we fall behind if the people in front of you require more attention for a significant ailment. At some point, we will each have our turn as the patient needing more attention, so try to be understanding. If you have been stuck in an exam room for more than a half hour, feel free to check back out at the desk to be sure you haven't been overlooked. After the provider sees you, the nurse may need to come in to administer shots, check an EKG, etc. Then you can proceed back to the checkout window, where the receptionist may set up a follow-up appointment for you. Please have your insurance card with you, and pay your co-pay prior to leaving.

BEHAVIORAL HEALTH

The importance of behavioral health in a primary care practice can never be underestimated. As a medical home in the BluePrint for Health, we have been afforded

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direct access to 2 social workers in our community health team. Meredith Drude works with our adults and Laura Edwards works with our pediatric patients. We often solicit their assistance if our patients are having behavioral health challenges. While they do not do long term counseling themselves, they can help our patients find appropriate community supports, referrals to inpatient treatment centers, or short term counseling to assist them through rough patches. Sharon Decato is a nurse manager that also works with the Community Health team and often assists patients that have significant medical issues in addition to behavioral health issues. If any of these practitioners call you, please be advised that they work in conjunction with our office and please be open to allowing them to assist you in any way they can.

REFERRALS:

If your provider refers you to a specialist, or you need a prior authorization for a procedure, it may take our office several days to make the required contact for you. If you do not hear back from our office within a week, we ask that you call us to inquire about it. Please don't assume that not hearing from us means we changed our minds and you don't need to go. It just means that something fell through the cracks. Please call us and work with us to optimize your care. When you do receive health care from another medical office, please request that those records be released to us. Our goal is to create the most complete medical record possible for each of our patients. You can also update your medical history after receiving care at another office, by entering the information on our patient portal. After it is evaluated by your provider in our office, it will be added to your medical record.

PRESCRIPTION RENEWALS:

We do ask for 24 hour notice for prescription refills. Please have your bottle in front of you when you call asking for a refill to be sure you are getting the right dosage. If you are refilling a controlled substance, like narcotic pain medicines, sleeping pills, muscle relaxants, sedatives or stimulants, you will need to pick up a printed prescription from our office to bring to the pharmacy. These cannot be sent electronically, nor can they be called into the pharmacy. It is your responsibility to have these refilled during normal business hours. You will be referred to the emergency room if you need refills when the office is closed. Please plan ahead.

You can also request refills on the Patient Portal.

PRESCRIPTION ABUSE:

Rutland has a very serious problem with prescription drug abuse. We feel it is our duty to the community to limit these potentially dangerous and addicting medicines from reaching the black market. Therefore, we have very strict rules regarding these prescriptions. If you are prescribed a potentially addicting drug, we reserve the right to

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request urine drug tests at our discretion. For patients that are on these medicines chronically, we will be instituting these random tests at least annually. If you refuse to do the test, are found to have a positive drug test for anything other than what has been prescribed to you, or are found to be NOT taking the medication as prescribed, we reserve the right to stop prescribing these medicines for you. If you call saying that you lost a prescription, or they fell in the toilet, we can only replace them once for you. Beyond that, you will need to find a different prescriber. Also, if it is discovered that you are receiving similar prescriptions from another office and you fail to notify us of this, we will be unable to continue prescribing for you.

NOTIFICATION OF LAB/TEST RESULTS:

We intend to call you with results from any tests that have been ordered by our office. If you have had something done and you haven't heard from us within a week, please call us. Please don't assume "no news is good news". We handle a high volume of results in our office, and we don't want yours to be overlooked. If you have a phone number that we can call and leave a message saying that your tests are negative, please let the staff know, so you aren't caught playing a game of phone tag. Please be aware that some of our providers are only here a couple days each week. If your test needs to wait for their evaluation before we can release the results back to you, it may take a few extra days. Occasionally, the provider may request that you come in for an appointment to receive your results. This does not mean that you are getting terrible news, but it may just be too complicated to discuss over the phone. You also have the option of retrieving test results from the Patient Portal. In general, the turn-around time using the portal will be significantly quicker than using the phone.

PATIENT PORTAL

We instituted an electronic Patient Portal in 2012. This is a web-based service that gives patients access to our practice via the internet. Each patient will be given a discrete activation code, which will allow him/her to set up an account. You will ultimately be able to access your appointments, lab results, request medication refills and update your past medical history. The portal is available 24 hours per day. If you would like to ask the office a question, you can send any non-urgent messages at your convenience. Non-urgent questions about your medical care can be directly sent to your provider. This mode of direct communication can eliminate a great deal of time being wasted playing phone tag. Providers will try to respond to portal messages by their next work day. If you do not hear back from them after their next regularly scheduled office day, please call the office. The provider may be away and someone else will help answer your questions.

We encourage all of our patients to sign up for this. It is an efficient mode of communication and is quite easy to use. If you are not totally comfortable using a computer, you may want to ask a family member to assist you with it. In the event of an emergency, you will have access to a summary of your medical history that you could

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bring to an ER or any other medical facility. You will receive better quality care when you can produce this history for other medical professionals to use.

Please remember to call the office during work hours, or the answering service after hours, for any **emergent** issues. Do not send these on the portal.

NEWSLETTER

We do have an electronic newsletter that goes out by email every couple of months. You can sign up for this newsletter by letting the front office staff know you are interested, or when signing into the patient portal. We include updates on what is happening within our office with regards to staffing, medical information that has recently been published, or changes in care protocols. If you would like a written copy, you can request that at the front desk.

PRIMARY CARE MEDICAL HOME:

As of June, 2012, our office was the first private practice in the Rutland area to achieve the designation of a Primary Care Medical Home (PCMH). The ultimate goal of a PCMH is to shift the focus more to preventive health care rather than just episodic care. To this point, our practice showed the ability to work with patients on Self Management Plans, track any routine screening tests or immunizations that patients are lacking, facilitate referrals to community agencies that can assist in self-care, and communicate electronically with patients and other providers to maximize your health-care experience. We want to help coordinate your care from specialists, hospitals, and any other medical providers you may see. Please request copies of notes from any other providers get sent to us, so we can have a total picture of your medical history. Please note that we base our practice on best medical practice guidelines under the medical home. Through our involvement with the Vermont Blueprint for Health, we have added a panel manager and social worker as resources for our patients.

PAYMENT:

In this day and age of high deductibles, we are aware that sometimes it can be difficult to pay your entire medical bill at one time. We do ask that you at least acknowledge your bill with some small payment every month. If you have a bill, and don't make any payments for months, we reserve the right to terminate our doctor-patient relationship with you. You will be notified of such a termination 30 days ahead of time. Please call Marsha with any billing questions you may have or to set up payment agreements. We do accept credit cards, and will require access to one, if you fall behind on your bill. If at any time you lose your insurance and need assistance in securing new coverage, please let us know, and we can have our social workers assist you in that endeavor.

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We do accept most local insurances, though from time to time an employer may make a change to an insurance with which we do not participate. We will consider future participation with a new insurer, but we cannot guarantee it. This will be assessed on an individual basis. We do provide equal access to services within our practice regardless of the source of payment. We do participate with Medicaid, Medicare and uninsured patients, though there are times that we cannot take on **new** patients in one of those categories.

BILLING:

Please remember that all patients have different prescription plans that cover different things. It is the patient's responsibility to notify the provider and/or staff member if blood work needs to be billed a certain way. If you have an insurance plan that specifically covers physicals and screening blood tests, please be sure to mention it to your provider, so they can bill it as such. Please be aware that your insurance may pay for only part of the yearly labs your provider orders. If you already have a diagnosis of high cholesterol, then your labs would not be screening. Or, if your provider orders an entire chemistry panel, your insurance may only pay for a fasting blood sugar or a small part of the panel. Though we are happy to try and work with you to get the most out of your insurance dollar, most of the time, the providers will be recommending more labs than what your insurance would call "screening". If you forgot to talk to the staff about how to code things for you at your appointment, you can call after you get your bill to see if we can recode things for you. Sometimes we can successfully do this for you, other times not.

TRANSITION FROM PEDIATRIC TO ADULT CARE

When teenagers come to see us for well child visits, we will begin to talk to them and their parents about the ultimate goal of transitioning them to adult care by the time they are 18-21. This transition will be accomplished when the teenager assumes care for scheduling their own appointments, requesting refills on medications, obtaining their prescriptions, conversing with a provider one to one, understanding their medical history and understanding their required medications. Patient Portal accounts should also be transitioned to the young adult during this time, if it hasn't been done already. We ask that with time, you work with your children and our office to make this a smooth transition for all of us.

We remind parents that once your dependent is 18 years of age, we cannot release their medical information to you unless your child has given us written permission to do so. This limitation also applies to the treatment of STD's or family planning issues for minors. We always do our best to encourage adolescents to share this information with parents, but by law, they can use their own discretion. We are responsible for maintaining their privacy in what they tell us, unless someone's safety is at stake.

SELF MANAGEMENT SUPPORT

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We are working to provide our patients with self management support for various medical problems, including (but not limited to) diabetes, hypertension, obesity, smoking cessation, high cholesterol, asthma, and substance abuse. If your provider thinks you are in need of some extra education or support, they will set you up with phone calls, mailings, and/or visits with our nursing staff. Many of these diagnoses are much more manageable with lifestyle modifications, so we are dedicating more of our nurses' time to education. If you, at any time, think that you might do well having some extra support from our staff, please let us know, and we can set that up for you.

LEAVING THE PRACTICE:

If, for whatever reason, you leave our practice, please notify us of your new physician so we can forward your records to them. At this point, we are sending records on CD instead of paper.

We hope that this information is helpful to you in understanding how our practice is designed. Our goal is to work with you to optimize your good health and happiness.

LMH updated 11/11

LMH updated 1/12

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